

J.Pushpashanthini

Contact No:8939780466

SSVR Urban Flora C-102

Pushpa.shanthini29@gmail.com

Whitefield,Bangalore-560066

Professional Summary:

Experienced Proposal Engineer and Customer Service with nearly 5 years of experience in [Borg ,Mgen ,Thermax, Flsmidth, TMEIC]. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

Work History:

Service Coordinator:03-2022-Present

TMEIC India Private Limited,Halasur,Bnagalore.

-) To spearhead the Service sales with TMEIC customers in India – AMC's, Spares business, revamps/ replacement business, Overhauling & maintenance contracts etc. for power electronics and motor products.
-) Develop & maintain the company products install base and user base and identify the prospective customers, work closely with team to convert the opportunity in service sales.
-) Design/define new service offerings based on market and customer analysis, align with TMEIC product portfolio.
-) Analysis of market for available service offering offered by other players in market.
-) Preparation & submission of proposals, defining the deliverables, commercial and legal T&C in coordination with respective departments & sales team.
-) Work closely with FSM, OTR, Sales team and Factory to define the costing strategy.
-) Develop and maintain close professional relations with potential customers to attain company service sales goals by traditional, nontraditional, and value-added service sales
-) Be aligned with the front-end BU Sales Team & Post Sales Service (PSS) team to ensure correct service package offering & adopt pricing strategy to ensure high profit margin.
-) Work closely with OTR team and ensure the revenue recognition and payment collection in time.
-) Service Sales data management and regular reporting to Management team.
-) Regular visit to customers to understand service need and help sales team for service sale business growth.

Proposal Engineer:09-2017-08-2019

Flsmidth India Private Limited, Chennai, TAMIL NADU

-) P.C. and Microsoft products proficiency, including ability to read and interpret electrical prints
-) Ability to become competent on new sales and marketing tools which increase accuracy and enable productivity with in the BMO Team
-) Professional English proficiency. Concrete international experience and managing projects in English
-) Good knowledge of FLSmidth Products, Cement plant Equipment & Systems
-) Detail oriented; analytical with good problem solving abilities

-) Basic knowledge on other disciplines (Electrical, Civil, PU,Solar,Oil and Gas etc.)
-) Good knowledge of competitors' solutions, value propositions, market strategies and position Good knowledge of products and solutions within Industrial Automation Markets Familiarity with applicability of duties and taxes Ability to interact with a wide variety of customers in USA , Malaysia, Japan etc
-) Order Management and Customer Relationship Management
-) Help CSR and Managers to Achieve SLA and KPI Updating MIS Report weekly and Monthly

Business Development Executive: 06-2016-08/2017

Mgenpower Systems, Chennai, Tamilnadu,

-) Strategized and implemented successful approaches to revitalize underperforming product lines and create profit-generating enterprises.
-) Completed and submitted monthly and yearly reports to support executive decision making.
-) Negotiated and closed long-term agreements with new clients in assigned territory.
-) Defined and integrated roles, responsibilities and processes for business team and data management organization.
-) Pursued all website inquiries in specific territories to increase potential customer base. Performed research to uncover potential target areas, markets and industries.
-) Kept meticulous client notes in CRM customer relationship management application

Proposal Engineer and Inside Sales- 12-2014-06-2016

Borg Inc, madurai, TamilNadu

-) Determine proposal feasibility by checking customer RFQs. Handle complex proposals supported by risk assessment, cash flow, scope of supply definition, responsibility matrix and project schedule.
-) Create and manage Power Distribution Systems, applications, trend and terminology knowledge. Understand business goals, challenges and requirements of customers for value proposition building. Engage in customers' technical discussions and extend technical support to Sales and Marketing teams.
-) Create a cost optimized proposition. Communicating with customers, making outbound calls to potential customers, and following up on Languages Tamil English Hindi leads. Understanding customers' needs and identifying sales opportunities Answering potential customers' questions and sending additional information per email.

Skills:

Proposal Management -Team management- Relationship development- MS Office -Order process management- ERP systems- Problem resolution Schematics- understanding Customer service- Quality assurance- International sales support- SOP optimization Cost saving KPI reporting Solution development

Software:

ERP -SAP -CRM -ATLAS

Education:06-2010-06-2014

Bachelor of Engineering Technology: BE ECE Srividhya College Of Engineering And Technology –
TAMILNADU

Certifications:

Advanced Diploma in Embedded system-06-2014

Tableau Certified 09-2020